

Ribbon and AGNITY Team Up to Deliver Advanced Communications Services to Hawaiiaian Telcom

Background

Hawaiiaian Telcom, established and headquartered in Honolulu since 1883, provides integrated communications, including High-Speed Internet, data, video entertainment, and local and long distance voice services that keeps Hawai'i connected to the world.

Supported by its next-generation fiber network and 24/7 state-of-the-art network operations center, Hawaiiaian Telcom provides critical infrastructure and connectivity to Hawai'i's most important institutions.

The company's extensive portfolio of business solutions includes cloud applications, data center, security consulting and strategy, and much more to meet the needs of businesses of every size.

Hawaiiaian Telcom's wholesale customers - long distance, wireless and Internet service providers - purchase high-capacity connections, wireless backhaul, fiber and IP-based services, enabling them to serve a wide range of Hawai'i customers. Hawaiiaian Telcom is committed to providing the highest level of service to its customers and to supporting its communities statewide. Equally as important, Hawaiiaian Telcom is committed to investing in Hawai'i's future.

Future-proofing Hawaiiaian Telcom's Network with Next-Generation Technology

Hawaiiaian Telcom had existing network infrastructure that had reached end-of-life, but was still supporting mission-critical revenue generating applications. These applications were unique to Hawaiiaian Telcom and the company needed partners who could replicate them precisely on a new multi-service intelligent networking (IN) platform while also improving its call-switching infrastructure. Hawaiiaian Telcom was also looking for a platform capable of supporting multiple network interfaces such as

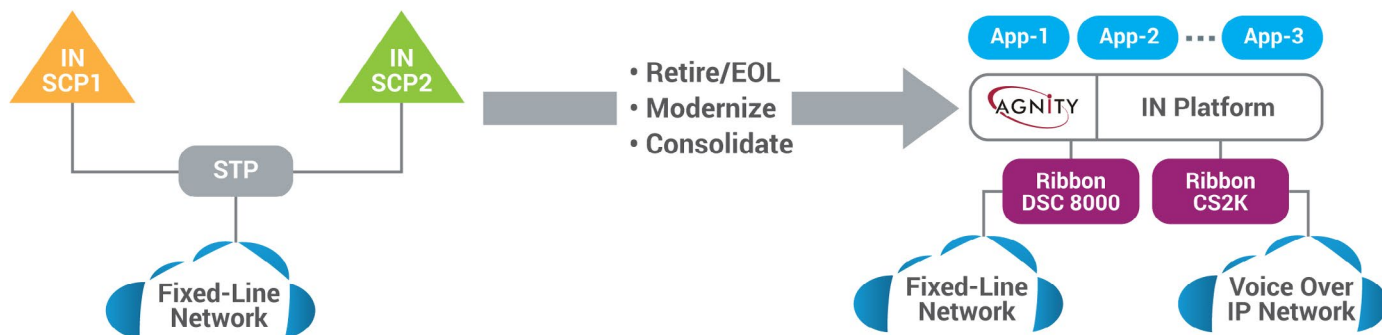
SS7 and SIP to provide a path for future evolution. In addition, implementation of this multi-service IN platform in a virtualized datacenter was a key requirement to lowering network operational costs.

Hawaiiaian Telcom turned to Ribbon and AGNITY to deliver an enhanced comprehensive communications solution. Ribbon's [Diameter Signaling Controller \(DSC\)](#) solution provides [Hawaiiaian Telcom](#) high-performance IP switching and call routing capabilities and AGNITY's [next-generation Intelligent Networking \(IN\) platform](#) replaced Hawaiiaian Telcom's legacy communications infrastructure to provide the customer with the ability to quickly launch new revenue-generating services and better serve its end-customers.

Ribbon's DSC combined with AGNITY's next-generation state-of-the-art IN platform enables seamless support for both legacy call flows and routing, and delivers next-generation intelligent network technology that allows Hawaiiaian Telcom to offer its customers innovative communications services in IP-based environments, while future-proofing their network.

Why Ribbon and AGNITY?

Ribbon has enjoyed a very long relationship with Hawaiiaian Telcom and was able to engage the support of its strategic ecosystem partner AGNITY for this unique project. Hawaiiaian Telcom had very specific IN call flow requirements. The company was confident that it could leverage Ribbon's market leadership in switching and call routing and AGNITY's extensive experience in delivering customized IN solutions. Combining Ribbon's advanced call flow and routing capabilities along with AGNITY's multi-network, multi-service IN platform, the two companies enabled Hawaiiaian Telcom to reduce operational costs and provided the company with the ability to offer its customers the latest in advanced communications services.



Ribbon's switching technology enabled voice and multimedia calls to seamlessly traverse the network and AGNITY's technology and expertise in network transformation projects allowed them to exactly replicate Hawaiian Telcom's existing services and maintain the same user experience, while providing a path

for future evolution to new revenue-generating services in an IP-based environment. In addition, the solution was deployed and the subscriber data was fully migrated flawlessly with no disruptions to Hawaiian Telcom's existing services.

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